

Amendments to the Specification:

Please replace the second full paragraph on page 5 with the paragraph shown below:

a1 In another aspect, the interface includes provisions that facilitate and simplify the retrieval and entry of information in a variety of useful ways.

Please replace the first full paragraph on page 16 with the paragraph shown below:

a2 In addition to providing data fields, Edit Proactive Customer Data Screen 500 preferably provides function buttons such as erase 5067 (to clear all data fields that can be edited), Save Changes 508 (to update the customer data 502 with the newly entered information), Input Contact for Displayed Customer 510 (to jump to screen 600 shown in Figure 6, in which the user can enter information regarding ongoing contacts, preferably, when the user is directed to screen 600, the database 100 automatically retrieves the information related to the customer currently displayed on screen 500, and populates the fields on screen 600 with that information), and exit 52 (to close the screen and return to the previous screen).

Please replace the last paragraph on page 18 extending onto page 19 with the paragraph shown below:

a3 ~~sub 1~~ Like other screens provided by the preferred embodiment, screen 700 has a region 702 that includes customer information, including billing number cent fid (a code related to the market to which the customer belongs), site (a billing system indicator), name, address, MAN FID, local service sales, input date and a field indicating who input the data. Screen 700 includes

a region 704 that indicates the type of customer and the services currently used by the customer.

By implication, this region also indicates prior sales that have been made as well. Screen 700

has a navigation region 706 that allows users to jump to other records by selecting a letter of the alphabet. Users also have the capability to change the status of the displayed customer record to either a reactive customer or to a target customer by using buttons 708 and 710, respectively.

Button 7126 allows users to brows by man fid or customer code. In other words, the data will be sorted and displayed by man fid or customer code, as opposed to by customer name, as shown in

Figure 7.